



Date: March 9, 2012

To Whom It May Concern:

Beginning in April 2012, LogistiCare Solutions, LLC (LogistiCare) will arrange and manage non-emergency medical transportation (NEMT) services for eligible Medicaid enrollees within the Dallas/Fort Worth metro area, which includes the following counties: Collin, Dallas, Denton, Ellis, Hood, Hunt, Johnson, Kaufman, Navarro, Parker, Rockwall, Tarrant, and Wise. This service is being offered through a contract with the Texas Health and Human Service Commission (HHSC). In other parts of the state, NEMT services are still provided by HHSC and referred to as Medical Transportation Program or MTP services.

Effective April 16, 2012, all NEMT services for Medicaid enrollees residing in the counties listed above must be pre-arranged through LogistiCare.

Medicaid NEMT services provide rides to clients who need transportation to and from any Medicaid-covered service. We intend to provide this service in a manner that is both professional and courteous. LogistiCare will maintain a network of transportation providers and will accept reservations from Medicaid enrollees or medical providers. We will then assign a medically appropriate mode of transportation to each client.

Your medical facility may have patients who use Medicaid NEMT services. Beginning Monday, April 2 Medicaid clients (or their family member or medical provider) can call LogistiCare at 855-687-3255 Monday to Friday from 8:00 a.m. to 5:00 p.m. to request non-emergency medical transportation services for April 16 and beyond. Also, starting April 2 healthcare providers will be able to request services for clients, for April 16 trips and beyond, online at <http://www.TXMedicaidRide.net>. In addition, we will begin compiling the information needed to enter trip information into our reservation system. We may ask your facility to provide or confirm trip reservation details.

As part of the contract agreement with the HHSC, LogistiCare is authorized to receive certain private health information about our clients. Your cooperation and timely assistance in providing this information will help to ensure a smooth implementation of the new NEMT program and help to ensure that your patients arrive to their scheduled appointments safely and on time.

Respectfully yours,